

# COUNTY OF LOS ANGELES DEPARTMENT OF AUDITOR-CONTROLLER

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November 3, 2009

TO:

Supervisor Don Knabe, Chairman

Supervisor Gloria Molina

Supervisor Mark Ridley-Thomas Supervisor Zev Yaroslavsky

Supervisor Michael D. Antonovich

FROM:

Wendy L. Watanabe ่ "

Auditor-Controller

SUBJECT:

GROUP HOME PROGRAM MONITORING REPORT - HUMANISTIC

FOUNDATION, INC. - NEW CONCEPT GROUP HOME

We have completed a review of New Concept Group Home (Group Home or Agency) operated by Humanistic Foundation, Inc. The Group Home contracts with the Departments of Children and Family Services (DCFS) and Probation.

New Concept Group Home is an eight-bed facility, which provides care for boys ages 12-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring review, New Concept Group Home was providing services for six Probation children.

New Concept Group Home is located in the Second District.

# Scope of Review

The purpose of our review is to determine whether the Agency is providing the services as outlined in their Program Statement. In addition, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Board of Supervisors November 3, 2009 Page 2

# **Summary of Findings**

Generally, the Agency is providing the services as outlined in their Program Statement. However, the Agency needs to address a few deficient areas. Specifically, the Group Home needs to clean the upstairs bathroom and window. The Group Home also needs to replace the missing light bulbs and light fixture cover in bedroom two and clean or replace the curtains covering the closets.

Attached is a detailed report of the review.

# **Review of Report**

We discussed our report with the Agency's management and DCFS. In response to the recommendations made in the report, the Group Home management completed a corrective action plan (attached) which we approved. We thank DCFS and Agency management and staff for their cooperation during our review.

If you have any questions, please call me or your staff may contact Don Chadwick at (213) 253-0301.

WLW:MMO:JET:DC:AA:bg

#### Attachment

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Ted Myers, Chief Deputy Director, DCFS
Susan Kerr, Senior Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Sandra Kinji, Chair, New Concept Group Home
Marcheletta Madison, Executive Director, New Concept Group Home
Public Information Office
Audit Committee

Humanistic Foundation, Inc. New Concept Group Home Los Angeles, California 90043 License Number: 191800491 Rate Classification Level: 9

# I. Facility and Environment

#### Method of assessment - Observation

#### Comments:

New Concept Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat and clean, there is adequate furniture and lighting, and the Group Home provides a home-like environment. However, in the upstairs bathroom, the window, bathtub and bottom of the pedestal sink are dirty.

Children's bedrooms are well maintained. The rooms are clean, orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, the beds all have a full complement of linens, and the children's sleeping arrangements are appropriate. However, in bedroom two, the light bulbs and light fixture cover is missing and the curtains covering the closets are dirty.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

#### Recommendations

### 1. New Concept management:

- a. Clean the window, bathtub and the bottom of the pedestal sink in the upstairs bathroom.
- b. Replace the missing light bulbs and light fixture cover in bedroom two.
- c. Clean or replace the curtains covering the closets in the bedrooms.

# II. Program Services

# Method of assessment - Review of relevant documents and interviews

Sample size: Two

#### Comments:

The children meet the Group Home's population criteria as outlined in their Program Statement and are assessed for needed services within thirty days of placement. Case files reflect adequate documentation to show that children are receiving treatment services.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

#### Recommendation

None.

# III. Educational and Emancipation Services

Method of assessment - Review of relevant documents and interviews

Sample size: Two

#### Comments:

Children are attending school, are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills. Children are also provided with opportunities to participate in emancipation and vocational programs as appropriate.

### Recommendation

None.

### IV. Recreation and Activities

Method of assessment - Review of relevant documents and interviews

Sample size: Two

#### Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest. The Group Home provides transportation to and from the activities.

# **Recommendation**

None.

# V. Psychotropic Medication

### Method of assessment - Review of relevant documents

#### Comments:

According to the Agency's management, there are currently no children taking psychotropic medications. This information is appropriately documented. Children are aware of their right to refuse medication.

# **Recommendation**

None.

# VI. Personal Rights

Method of assessment - Interviews with children

Sample size: Two

#### Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail, have private visitors and attend religious services of their choice.

Children report that the discipline policies are consistently enforced and there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

# Recommendation

None.

# VII. Clothing and Allowance

Method of assessment - Review of relevant documents and interviews

Sample size: Two

#### Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes and the clothing provided is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance and the children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. The children are also encouraged and assisted in creating and maintaining photo albums/life books.

# Recommendation

None.

# VIII. Personnel Background Checks

Method of assessment - Review of relevant documents

Sample size: Six

### **Comments:**

The Group Home has obtained the required criminal and child abuse clearances for their employees.

### Recommendation

None.

# HUMANISTIC FOUNDATION, INC. DBA New Concept Group Home Residential Treatment Program Ages 11 - 17

January 13, 2009

Attention: Candace Rhue, Group Home Auditor Supervisor
County of Los Angeles
Department of Auditor-Controller
Children's Group Home Ombudsman Division 350 S. Figueroa St., 8th Floor Los Angeles, CA 80071 Los Angeles, CA 80071

RE: Corrective Action Plan

I Facility and Environment

Recommendations/Corrective Action Plan

a. Clean the window in the upstairs bathroom.

The window was cleaned in the bathroom by a staff on the same day as the visit from the Auditor. This function has been added to the bathroom chore list for the minors as a daily item. It will be reviewed by the morning and evening Facility Managers during the daily chore inspection. If it is determined that the chore is not competed accurately or not completed at all, the Facility Manager on duty will assign a staff to redo or complete the chore. The bathrooms will be monitored weekly by the Administrator.

b. Clean the bathtub and the bottom of the sink in the upstairs bathroom.

The bathtub and the bottom of the sink were cleaned by a staff on the same day as the visit from the Auditor. This chore is rotated amongst the minors weekly. The morning and evening Facility Managers are responsible for monitoring this chore. If it is determined that the chore is not appropriately completed, the Facility Manager on duty will assign a staff to redo or compete the chore. If it is determined that the chore is not completed accurately or not completed at all, the Facility Manager on duty will assign a staff to redo or complete the chore. The bathrooms will be monitored weekly by the istrator Administrator.

c. Replace the missing light bulbs and light fixture cover in bedroom two.

The missing light bulbs and the light fixture cover in bedroom two were replaced by a staff on the same day as the visit from the Auditor. It is the responsibility of the morning and evening Facility Managers to inspect the facility on a daily basis during their shift. When light fixture covers and light bulbs are removed they are to be replaced immediately. The Facility Manager on duty will either assign a staff this duty or do it themselves. The light fixtures and light bulbs will be monitored weekly by the Administrator.

d. Clean or replace the curtains covering the closets in the bedrooms.

The curtains were removed, washed and hung again the same day as the visit from the Auditor. The curtains will be removed and washed once a month and replaced on an as needed basis. The morning Facility Manager will assign a morning staff to do this function. The curtains will be monitoned weekly by the Administrator for cleanliness and to determine if the curtains should be replaces.

Respectfully,

Sueretta Small Administrator

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